



## **Job Description:            Bus Operator**

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| <b>FLSA STATUS:</b>          | <b>Non-exempt</b>  |
| <b>REPORTS TO:</b>           | <b>Operations Manager</b>  |
| <b>WAGE CLASSIFICATION:</b>  | <b>2.0 (current wage class does not apply due to labor agreement)</b>      |
| <b>CDL STATUS:</b>           | <b>CDL</b>   |
| <b>TESTING STATUS:</b>       | <b>Safety sensitive; subject to FTA drug &amp; alcohol testing program</b> |
| <b>UNION MEMBERSHIP:</b>     | <b>Teamsters Local #252</b>  |
| <b>TELECOMMUTE ELIGIBLE:</b> | <b>No</b>  |
| <b>LAST REVISION:</b>        | <b>04/20/2022</b>  |

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### **Summary/Objective**

Under the direction of the Operations Manager, this position operates a heavy-duty transit vehicle to provide safe, courteous and reliable transportation services to various destinations within and around the Twin Transit service area for either fixed route or demand response services; provides transportation information to passengers.

### **Essential Functions**

*Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.*

- Regular and reliable attendance
- Operate transportation service vehicles on specified routes according to specified time schedules; performs demand response services.
- Assist riders from their pick-up location or bus route stop to their next destination when requested.
- Provide information to passengers concerning transit routes, city street locations, time schedules, public buildings, and various points of interest; announce streets and transfer points.
- Promote positive public relations; greet passengers in a tactful and courteous manner; assist passengers with boarding and de-boarding, seating, questions, and related matters.
- Secure all mobility devices in vehicles in accordance with established safety policies and procedures.
- Inform passengers of transit policies and procedures.
- Care for and turn in lost and found articles.
- Prepare required electronic forms accurately, such as, but not limited to, manifests, lost and found tags and reports of accidents, incidents, and equipment malfunctions.

- Prepare vehicle for operation by following required pre-trip inspection as instructed.
- Monitor mobile communications; report any unusual conditions, such as, but not limited to, accidents, passenger incidents and traffic problems.
- Performs other related duties as assigned.

### **Other Duties**

- Washes the exterior of the bus and disinfects the interior of the bus as part of the post-trip procedure.
- May be assigned to other duties related to service operation and public information as needed.

### **Qualifications**

- Learn and explain standard transit and paratransit operating practices and procedures.
- Learn and practice safety rules and procedures required in the transportation of passengers.
- Learn bus routes, schedules, street, and locations within the Twin Transit's service area.
- Tactfully maintain order among passengers.
- Learn map reading techniques, in both digital and hard copy formats.
- Be flexible in handling changes.
- Speak, write, understand, and read English.
- Understand and follow written and oral instructions.
- Drive an assigned transit vehicle according to an established schedule to provide fixed route, demand response or route-deviated transportation services.
- Safely operate service vehicles.
- Work patiently with and demonstrate sensitivity to the elderly and those with disabilities.
- Resolve customer complaints courteously and tactfully.
- Communicate effectively orally.
- Maintain accurate records and reports.
- Establish and maintain cooperative and effective working relationships with other transit employees and the general public.
- Use assigned company laptop and associated equipment.
- Fill out electronic forms using employer-provided equipment.

### **Other Requirements**

- Must be a minimum of 21 years old.
- Must maintain an acceptable driving record level throughout employment to be monitored by periodic review of Motor Vehicle driving abstract.
- Must be willing to wear Twin Transit uniforms and conform with Twin Transit's appearance and grooming standards while performing duties as an Operator.
- Must pass a pre-employment drug screen.
- Must be willing to submit to random, as well as reasonable suspicion, drug or alcohol testing as directed.
- Must be willing to workday or evening shifts, weekdays and/or weekends.
- Must be legally eligible to work in the USA and provide proof of eligibility.
- Must have a DOT Medical Certification Card.

## **Work Environment**

Duties are performed in an outdoor environment. Work is typically performed in a sitting position while driving a transit vehicle. Employees are subject to adverse weather and traffic conditions, exhaust fumes and equipment noises. Employees are also subject to contact with individuals who may become verbally or physically confrontational.

## **Physical Demands**

*Potential employees must be able to pass a physical ability assessment that includes but is not limited to the following:*

- The ability to have vision correctable to 20/20.
- Sit in a transit vehicle up to ten hours.
- Must be able to access and navigate transit facilities and buses, riding a bus while observing driver performance.
- Hear and speak clearly to receive and provide information over two-way radio and telephone.
- Take a mobility device and rider up or down one (1) step when necessary
- Use legs to apply 15 pounds of pressure for braking of transit vehicles; use arms and hands to apply 20 pounds of pressure to turn steering wheel of transit vehicle and to adjust all vehicle mirrors to gain necessary line of vision to maneuver vehicle safely; bend, stoop, crouch and kneel to inspect vehicle, assist passengers.
- Lift up to 35 pounds.

## **Required Education and Experience**

- Must be a high school graduate or equivalent
- Must possess, or be capable of possessing, a valid Washington State Class A or Class B Commercial Driver's License with passenger endorsement and air brake restriction removed
- Must be free of any significant moving violations within the past 10 years.
- Demonstrated experience in a position or industry with a strong customer service background as well as exceptional interpersonal and communication skills.
- Past heavy-duty vehicle driving experience is preferred.

## **Probationary Period**

Probationary period applies until 6 months after hire date.

## **EEO Statement**

Twin Transit provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

**Signatures**

This job description has been approved by:

Director of Transit Services \_\_\_\_\_ Date \_\_\_\_\_

HR \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below indicates the employee’s understanding of the requirements, essential functions, and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_